

Page 12  
Last Date  
12/29/2025

Iowa Total Care
12/29/2025

Status	Provider Specialty	Configuration Title	Date Issue/Activity Identified	Identified by whom?	New or Repeat Issue/Activity?	Issue/Activity Description	Resolution Description	Number of Providers Affected	Number of Claims Affected	Estimated Dollar Impact	Expected Close Date	Days Left to Issue Closure	Closed Date	Actual Days to Close
Open	Physicians	Fee Schedule Error causing invalid UI denials for claims paid on 12/17/2025.	12/17/2025	Medicaid	New	ITC identified a configuration error on 12/17/2025, causing claims paying off of the physician fee schedule to deny as not being covered (Explanation Code 10). This error only impacted claims paid on 12/17/2025.	12/18/2025 - Fee schedule issue was corrected and reprocessing of incorrectly denied claims started	650	10,031	TBD	1/16/2026	19		
Open	Nursing Facility Rate Rebate Part 2	Nursing Facility Rate Rebate Effective 7/1/2025	12/9/2025	Medicaid	Repeat	ITC received rates on 12/9/2025 for the Nursing Facility Rates Effective 7/1/2025.	Configure Updated Rates in the system (completed 12/12/2025) and reprocess claims (ETA 2/9/2026) related to the retro rate updates where the billed charges is the same or higher than the expected, updated payment.  If billed charges is not the same or more than the expected allowed amount, the provider will need to submit corrected claims.	38	TBD	TBD	2/9/2026	43		
Open	Hospice Rates	11/21/2025 Rate File	11/21/2025	Medicaid	Repeat	ITC received rates on 11/21/2025 for Hospice effective 10/01/2025.	Configure Updated Rates in the system (completed 12/12/2025) and reprocess claims (ETA 03/17/2026) related to the retro rate updates where the billed charges is the same or higher than the expected, updated payment.  If billed charges is not the same or more than the expected allowed amount, the provider will need to submit corrected claims.	All	TBD	TBD	1/21/2026	24		
Open	Hospice Rates	12/09/2025 Rate File	12/9/2025	Medicaid	Repeat	ITC received rates on 12/09/2025 for Hospice effective 10/01/2025.	Configure Updated Rates in the system	3	TBD	TBD	2/9/2026	43		
Open	ICF ID, HCBS	12/09/2025 Rate File	12/9/2025	Medicaid	Repeat	ITC received rates on 12/09/2025 for ICF ID and HCBS.	Configure Updated Rates in the system	25	N/A	N/A	1/9/2026	12		
Open	Home Health Providers	Home Health Rate rebate effective July 2025	12/9/2025	Medicaid	Repeat	ITC received rates on 12/09/2025 for Home health effective July 2025.	Configure Updated Rates in the system	All	TBD	TBD	2/9/2026	43		
Open	Special Pop NF, ICF ID, ICF HC, HCBS, Hospice rates, and NF	12/22/2025 Rate File	12/22/2025	Medicaid	Repeat	ITC received rates on 12/22/2025 for Special Pop, ICF ID, and ICF HC.	Configure Updated Rates in the system	19	N/A	N/A	1/22/2026	25		
Open	Nursing Facility Rate Rebate Part 3	Nursing Facility Rate Rebate Effective 7/1/2025	12/22/2025	Medicaid	Repeat	ITC received rates on 12/22/2025 for the Nursing Facility Rates Effective 7/1/2025.	Configure Updated Rates in the system	29	TBD	TBD	2/22/2026	53		
Closed	HCBS	11/26/2025 Rate File	11/26/2025	Medicaid	Repeat	ITC received rates on 11/26/2025 for HCBS.	Configure Updated Rates in the system	2	N/A	N/A	12/26/2025	0	12/26/2025	30
Closed	Nursing Facility Rate Rebate	Nursing Facility Rate Rebate Effective 7/1/2025	10/29/2025	Medicaid	Repeat	ITC received rates on 10/29/2025 for the Nursing Facility Rates Effective 7/1/2025.	Configure Updated Rates in the system (ETA 11/29/2025) and reprocess claims (ETA 12/28/2025) related to the retro rate updates where the billed charges is the same or higher than the expected, updated payment.  If billed charges is not the same or more than the expected allowed amount, the provider will need to submit corrected claims.  11/17/2025 - Rates are loaded in the claims system and claims are reprocessing.	210	TBD	TBD	12/28/2025	18	12/12/2025	44
Closed	RHC 2026 Rate Update	11/21/2025 Rate File	11/26/2025	Medicaid	Repeat	ITC received the January 1, 2026 RHC rates	Configure Updated Rates in the system	All	N/A	N/A	12/26/2025	51	12/5/2025	9
Closed	FQHC 2026 Rate Update	11/21/2025 Rate File	11/26/2025	Medicaid	Repeat	ITC received the January 1, 2026 FQHC rates	Configure Updated Rates in the system	All	N/A	N/A	12/26/2025	51	12/5/2025	9
Closed	RHC, HCBS, Hospice rates, and NF	11/21/2025 Rate File	11/21/2025	Medicaid	Repeat	ITC received rates on 11/21/2025 for RHC, HHA, T1000, HCBS and NF.	Configure Updated Rates in the system	All	N/A	N/A	12/1/2026	51	12/1/2025	9
Closed	RHC, T1000, and HHA	11/07/2025 Rate File	11/7/2025	Medicaid	Repeat	ITC received rates on 11/07/2025 for RHC, T1000 and HHA.	Configure Updated Rates in the system	All	N/A	N/A	1/7/2026	17	11/21/2025	
Closed	Nursing Facility HCBS	10/17/2025 Rate File	10/17/2025	Medicaid	New	ITC received rates on 10/17/2025 including: 3 Nursing Facility 10 HCBS Providers	Configure Updated Rates in the system	10	N/A	N/A	11/17/2025	0	11/7/2025	21
Closed	Hospital	10 Inpatient Hospital Base Rates	8/25/2025	Medicaid	Repeat	ITC received rates on 8/25/2025 for 10 hospital base rate increases effective 10/1/2024	Inpatient base rates are being configured in the system. 9/28/2025 Configuration is complete. Reprocessing has started for the 10 providers impacted. ITC started for reprocessing 10/13/2025 - Reprocessing continues to be uniform.	All	N/A	N/A	10/29/2025	0	10/29/2025	60
Closed	Out of State HCBS	10/3/2025 Rate File	10/3/2025	Medicaid	Repeat	ITC received rates on 10/3/2025 including: 1 Out of State 3 HCBS Providers	Configure Updated Rates in the system	10	N/A	N/A	11/3/2025	20	10/24/2025	21
Closed	HCBS ICF-ID EPSDT	9/10/2025 Rate File	9/10/2025	Medicaid	Repeat	ITC received rates on 9/10/2025 including: 2 EPSDT Providers 1 ICF-ID Provider 1 HCBS Provider	ITC is configuring updated rates in our system	All	N/A	N/A	10/10/2025	0	10/6/2025	26
Closed	Hospital	MS-DRG update to Version 42 with base rate update (claims reprocessing)	8/19/2025	Medicaid	Repeat	ITC is reprocessing impacted claims for the update to version 42 of the DRG grouper and base rate changes back to 10/1/2024	Retro reprocessing inpatient hospital claims. Reprocessing is 80% complete.	All	N/A	N/A	10/1/2025	0	10/1/2025	45
Closed	RHC FQHC NF HCBS SCL	Rate Update 09-02-2025 RHC, FQHC, NF, HCBS SCL	9/2/2025	Medicaid	Repeat	ITC received rates for RHC, FQHC, NF, HCBS SCL on 09-02-2025	Configure updated Rates in the system	All	N/A	N/A	10/2/2025	0	9/18/2025	17
Closed	HCBS	Project for HCBS rates updated 8/25/25 in L 2699	8/22/2025	Medicaid	Repeat	ITC is reprocessing any impacted claims for HCBS providers that billed HCBS claims with dates of service between 8/1/2025 and 8/22/2025 while rates were being updated.	Retro reprocessing impacted claims	All	N/A	N/A	9/19/2025	0	9/19/2025	28
Closed	CMS HCBS ICF-ID Nursing Facility	Rate File 8/7/2025	8/7/2025	Medicaid	Repeat	ITC received 32 provider's rates for CMS, HCBS, ICF-ID and Nursing Facility on 8/7/2025	Configure Updated Rates in the system	All	N/A	N/A	9/5/2025	0	8/22/2025	15
Closed	HCBS	Informational Letter #2699 - SFY HCBS and Habilitation Rate Changes	8/1/2025	Medicaid	Repeat	Informational letter outlined a 6.1% increase for Intermediate SCL, 7.4% increase for Employment Services, 0.9% increase for Day Habilitation, and a 0.8% increase for Respite services.	Calculate and configure updated rates in the system based on the code list and percentages in L2699	All	N/A	N/A	9/1/2025	0	8/22/2025	22
Closed	Outpatient Hospital	July 2025 Addendum B	7/18/2025	ITC	Repeat	ITC received the July 2025 Addendum B rate updates on July 18, 2025 and is loading those rates in the system.	Configure updated rates in the system	All	N/A	N/A	8/18/2025	0	8/13/2025	26
Closed	HCBS Out of State	Rate file 7/23/2025	7/23/2025	Medicaid	Repeat	ITC received 1 updated Rate for HCBS and 1 Out of State Nursing Facility Rate.	Configure Updated Rates in the system	8	N/A	N/A	8/22/2025	0	8/11/2025	19
Closed	Transmittal	99452 missing from the Iowa Medicaid Telehealth list until 7/1/2025	7/15/2025	Medicaid	Repeat	99452 was inadvertently dropped from the list of approved telehealth codes	Add 99452 to the list of approved telehealth code in the ITC system	1	4	\$ 130	8/15/2025	0	8/8/2025	23
Closed	GEMT & HCBS Rates	GEMT & HCBS Rate Updates	7/3/2025	Medicaid	Repeat	ITC received updated rates for GEMT and HCBS providers	Configure updated rates in the system upon receipt of the rates.	3	N/A	N/A	8/3/2025	0	7/25/2025	30
Closed	Outpatient	9 Provider Rates for Outpatient Critical Access Clinics	6/23/2025	Medicaid	Repeat	ITC received a rate file for 9 critical access CCR rates	Configure updated rates in the system	9	N/A	N/A	7/23/2025	0	7/23/2025	30
Closed	Hospital Base Rates	Hospital Base Rate update	5/30/2025	Medicaid	Repeat	ITC received an updated rate file for hospital base rates and DRG weights.	Upload Base Rates in Optum for hospital pricing	87	N/A	N/A	6/30/2025	0	6/30/2025	30
Closed	CCBHC	CCBHC Rates	6/20/2025	Medicaid	New	Updating the rates for implementation of the CCBHC program	Configure updated rates in the system	10	N/A	N/A	7/18/2025	0	6/27/2025	7
Closed	Nursing Facility HCBS CMS	6/18/2025 Medicaid Rate update	6/18/2025	Medicaid	New	Updating the rates received on 6/18/2025 from Iowa Medicaid	Configure updated rates in the system	13	N/A	N/A	7/18/2025	0	6/27/2025	7
Closed	GEMT	GEMT Rate update	6/20/2025	Medicaid	New	Updating the rates received on 6/20/2025 from Iowa Medicaid	Configure updated rates in the system for GEMT providers.	16	N/A	N/A	7/18/2025	0	6/27/2025	7

Closed	Crisis Response Providers	Invalid Age Related Denials for Crisis Response services for members over the age of 18	4/24/2025	Provider	Repeat	Providers claims for Crisis Response are denying inappropriate for Age due to a low benefit. Project is processing and should pay out before the 20th of June.	Configure benefit to pay Crisis Response for adults.	10	82	\$	64,979	6/20/2025	0	6/20/2025	56
Closed	HCBS Nursing Facility Critical Access Hospital FQHC	Rate updates for HCBS, Nursing Facility, Critical Access Hospital and FQHC	5/23/2025	Provider	New	1 Provider Rate for HCBS 1 Provider Rate for Nursing Facility 86 Provider Rate for Critical Access Hospital 5 Provider Rate for FQHC	Update the system with the new rates.	93	N/A	N/A		6/20/2025	0	6/8/2025	13
Closed	HCBS ICF-ID EPDST	Rate updates for HCBS, ICF-ID and EPDST	5/18/2025	Provider	Repeat	10 Provider Rates for HCBS 1 Provider Rate for ICF-ID 1 Provider Rate for EPDST	Update the system with the new rates.	12	N/A	N/A		6/13/2025	0	5/30/2025	14
Closed	HCBS EPDST Out Of State HCBS	Rate file received on 5/2/2025	5/2/2025	Provider	Repeat	1 provider rate for HHA EPDST 1 provider rate for Out of State 5 provider rates for HCBS	System update for new rates	7	N/A	\$	-	5/30/2025	0	5/14/2025	14
Closed	Outpatient Hospital	April 2025 Addendum b update	4/16/2025	Medicaid	New	April 2025 Addendum b update from Iowa Medicaid received and is being loaded into ITC's system.		ALL	N/A	\$	-	5/29/2025	0	5/14/2025	30
Closed	TCIS Special Population Intermediate Care Facility	Rate file received on 4/25/2025	4/25/2025	Medicaid	Repeat	5 Providers HCBS Rates 1 Provider Special Population Rate 1 Providers Intermediate Care Rate 1 Providers Rural Health Clinic Rate	Update the system with the new rates.	8	N/A	N/A		5/3/2025	0	5/2/2025	7
Closed	HCBS	Rate file received on 4/23/2025	4/23/2025	Medicaid	Repeat	3 Providers HCBS Rates.	Update the system with the new rates.	3	N/A	N/A		5/16/2025	0	5/2/2025	11
Closed	Nursing Facilities & HCBS Rates	Rate file received on 4/14/2025	4/14/2025	Medicaid	Repeat	1 Provider's HCBS Rates 29 Nursing Facility Rates	Update the system with the new rates.	29	N/A	N/A		5/9/2025	0	4/18/2025	4
Closed	HCBS & Special Population Rates	Rate file received on 4/7/2025	4/7/2025	Medicaid	Repeat	7 Provider's HCBS Rates 1 Special Population Provider Rate	Update the system with the new rates.	8	N/A	N/A		5/6/2025	0	4/15/2025	8
Closed	HCBS & Special Population Rates	Rate updates for HCBS & Special Population from 3/28/2025	4/1/2025	Medicaid	Repeat	25 Provider's HCBS Rates 1 Special Population Provider Rate	Update the system with the new rates.	26	N/A	N/A		4/28/2025	0	4/11/2025	10
Closed	HCBS & Special Population Rates	Rate updates for HCBS & Special Population from 3/28/2025	3/28/2025	Medicaid	Repeat	4 Provider's HCBS Rates 1 Special Population Provider Rate	Update the system with the new rates.	5	N/A	N/A		4/28/2025	0	4/4/2025	7
Closed	January 2025 Addendum B	January 2025 Addendum B Updates	2/7/2025	Medicaid	Repeat	January 2025 Addendum B is being configured in the system.	ITC is in the process of updating the system with January 2025 Addendum B rates.	TBD	N/A	N/A		3/21/2025	0	3/21/2025	49
Closed	HCBS & ICF Providers	3/4/2025 State Rate Update	3/4/2025	Medicaid	Repeat	Rate update for 5 HCBS providers Rate update for 7 ICF providers	ITC is in the process of updating the system with January 2025 Addendum B rates.	12	N/A	N/A		4/14/2025	0	3/28/2025	7
Closed	Integrated Health Home	Unbundling denials on 99409	1/15/2025	Provider	Repeat	Providers are experiencing denials for unbundling on 99409 when billed for IM when other claims are billed on the same day.	ITC is removing the edit causing these denials for 99409 when it is billed with the IM modifier.	TBD	N/A	N/A		3/14/2025	0	3/7/2025	51
Closed	All	Provider Enrollment Issues causing potential claim denials and rejections.	11/25/2024	ITC	Repeat	Provider Enrollment Issues for both Pharmacy and Medical Claims causing Claim Denials or Claim Rejections for Provider Not Registered with Iowa Medicaid due to licensure not being updated at Iowa Medicaid.	TBD - Awaiting resolution from Iowa Medicaid.	TBD	N/A	N/A		TBD	0	N/A	
Closed	Home Health Providers	Providers are experiencing denials for EX 35 - Deny Maximum Benefit Reached	12/18/2024	Provider	Repeat	Providers are experiencing denials for EX 35 - Deny Maximum Benefit Reached. This denial should have been a denial for No Authorization on file after the first 3 visits and is currently being adjusted to reflect the correct denial code.  Some EX 35 denials are incorrectly applying on claims where the provider has an authorization on file however, the system is not recognizing that the authorization exists. This is currently being researched for resolution and impacted claims will be reprocessed once a resolution has been found.	Starting 1/6/2025, Providers who do not have an authorization for services should be receiving the appropriate denial code.  ITC is working reprocessing claims denied incorrectly for EX 35.	70	1,141	\$	286,257	9/7/2025	0	2/20/2025	53
Closed	IL 2636	E/M Code Rate Update	10/10/2024	Medicaid	Repeat	E/M Code Rate updates - Rates reverting back to pre March 1, 2024 rates. Recovery projects will be done	Fee Schedule Update/Recovery Project	ALL	271,810	\$	(7,000,000)	1/24/2025	0	1/24/2025	106
Closed	Home Health Providers	Home Health Authorizations loaded to Cambridge for EVV	9/1/2024	Provider	Repeat	Home Health EVV Provider Authorizations loaded to Cambridge	Iowa Total Care will begin loading authorizations for home health services to Cambridge starting 1/1/2025.	ALL	N/A	N/A		1/1/2025	0	1/1/2025	122
Closed	Outpatient Hospital	ER Triage Code	9/1/2024	Medicaid	Repeat	ER Triage Code, 99281, denying on claims billed without the 25 modifier on the 99281 claim line when modifier 25 should not be billed with the ER Triage Code. Modifier 25 is required if 99282-99285 is billed on the claim in addition to 99281 and must be placed on the line billing 99282-99285. This issue was identified after the OCE edit was fixed for 99281 that applied a similar denial code.	Coding Analytics System Update	ALL	TBD	TBD		12/10/2024	0	12/10/2024	110
Closed	Home Health Providers	Starting 10/1/2024, Iowa Total Care was required to change the Home Health Authorization requirements from 4 visits allowed before an authorization is required to 3 visits prior to an authorization being required.	7/15/2024	ITC	Repeat	Starting 10/1/2024, Iowa Total Care was required to change the Home Health Authorization requirements from 4 visits allowed before an authorization is required to 3 visits prior to an authorization being required as discussed in the Home Health EVV Stakeholder sessions.	Authorization requirements changed for Home Health as of 10/1/2024.	TBD	N/A	N/A		10/1/2024	0	10/1/2024	0
Closed	Outpatient Hospital	October 2024 Addendum	10/1/2024	Medicaid	Repeat	ITC awaiting Outpatient October 2024 Addendum B	Fee Schedule Update	TBD	N/A	N/A		12/12/2024	0	12/9/2024	69
Closed	FQHC Providers	FQHC Rate Update	10/25/2024	Medicaid	Repeat	FQHC Rate Update	Fee Schedule Update	TBD	TBD	TBD		11/25/2024	0	11/25/2024	0
Closed	HCBS Providers	HCBS Rate Update	10/25/2024	Medicaid	Repeat	HCBS Rate Update	Fee Schedule Update	TBD	TBD	TBD		11/25/2024	0	11/25/2024	0
Closed	All	Provider portal migration to Availity	7/1/2024	ITC	Repeat	ITC will be migrating its provider portal from a legacy platform to the Availity platform. The ITC Legacy Portal will still be accessible if needed.	N/A	N/A	N/A	TBD		11/18/2024	0	11/18/2024	140
Closed	CMHC	Community Mental Health Rate Increase per IL 2614	7/25/2024	Medicaid	Repeat	Community Mental Health Rate Increase - IL 2614 - 3.35% increase as of 7/1/2024. Rates were loaded to open the scheduling week of 8/6/2024.	Fee Schedule Update	ALL	TBD	TBD		11/9/2024	40	10/28/2024	95
Closed	ABA, ACT, Crisis Response, Subacute Care	ABA, ACT, Crisis Response, Subacute Care Rate Increase - IL 2613	7/25/2024	Medicaid	Repeat	ABA Rates increased 5%, ACT Rates increased 50.25%, Crisis Response and Subacute Rates increased 15%.	Fee Schedule Update	ALL	1,185	\$	41,304	9/27/2024	0	9/23/2024	60
Closed	Home Health Providers	Cambridge Claiming System Enhancements	5/1/2024	Provider	Repeat	ITC is working with Cambridge to allow providers to input more information for ITC EVV claims.	Update to Cambridge Claiming system	ALL	N/A	N/A		10/1/2024	0	10/1/2024	151
Closed	Outpatient Hospital	Outpatient Hospital Base Rate Update	6/28/2024	Medicaid	Repeat	ITC is updating the outpatient hospital base rates required 6/28/2024	Fee Schedule Update	ALL	N/A	N/A		7/31/2024	0	7/31/2024	31
Closed	Home Health Providers	LUPA Rate Update for 7/1/2024	7/23/2024	Medicaid	Repeat	ITC received updated rates effective 7/1/2024 for Home Health LUPA Rates.	Fee Schedule Update	ALL	N/A	N/A		8/29/2024	0	9/13/2024	52
Closed	Outpatient	July 2024 Addendum B Update	7/1/2024	Medicaid	Repeat	ITC received a new Addendum B for July 2024.	Fee Schedule Update	ALL	N/A	N/A		8/30/2024	0	8/23/2024	51